

Division of Drinking Water Boil Order Instructions

Since detection of a fecal indicator (*E. coli*, enterococci or coliphage) in a ground water source sample is a situation requiring Tier 1 notice, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [R309-220-5]. During this time, you should also coordinate with your local health department.

Community Water Systems (CWS):

Population impacted by incident less than 500

Water systems must use one or more Direct Contact and one or more Broadcast delivery methods in Table 1 to notify consumers [R309-220-5(3)]. Division may select the delivery method required based on public health risk.

Direct Contact	Broadcast
<ul style="list-style-type: none"> Email 	<ul style="list-style-type: none"> Television
<ul style="list-style-type: none"> Phone Calls (automated or personal) 	<ul style="list-style-type: none"> Social Media (Facebook, Instagram, Twitter, etc.)
<ul style="list-style-type: none"> Text Messages 	<ul style="list-style-type: none"> Posting on Water System Website
<ul style="list-style-type: none"> Hand or direct delivery 	<ul style="list-style-type: none"> Posting in conspicuous locations throughout the water system
	<ul style="list-style-type: none"> Press Release

Population impacted by incident greater than 500

Water systems must use one or more Direct Contact and two or more Broadcast delivery methods in Table 1 to notify consumers [R309-220-5(3)]. Division may select the delivery method required based on public health risk.

Direct Contact	Broadcast
<ul style="list-style-type: none"> Email 	<ul style="list-style-type: none"> Television
<ul style="list-style-type: none"> Phone Calls (automated or personal) 	<ul style="list-style-type: none"> Social Media (Facebook, Instagram, Twitter, etc.)
<ul style="list-style-type: none"> Text Messages 	<ul style="list-style-type: none"> Posting on Water System Website
<ul style="list-style-type: none"> Hand or direct delivery (will need to select a second method) 	<ul style="list-style-type: none"> Posting in conspicuous locations throughout the water system (will need to select a third method)
	<ul style="list-style-type: none"> Press Release

Non-Transient – Non-Community Systems (NTNC) and Transient Non-Community (TNC):

Water systems must use one or more Direct Contact and one or more Broadcast delivery methods in Table 1 to notify consumers [R309-220-5(3)]. Division may select the delivery method required based on public health risk.

Direct Contact	Broadcast
<ul style="list-style-type: none"> • Email 	<ul style="list-style-type: none"> • Television
<ul style="list-style-type: none"> • Phone Calls (automated or personal) 	<ul style="list-style-type: none"> • Social Media (Facebook, Instagram, Twitter, etc.)
<ul style="list-style-type: none"> • Text Messages 	<ul style="list-style-type: none"> • Posting on Water System Website
<ul style="list-style-type: none"> • Hand or direct delivery 	<ul style="list-style-type: none"> • Posting in conspicuous locations throughout the water system
	<ul style="list-style-type: none"> • Press Release

You may need to use additional methods [e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings] since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

The notice template provided is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it to add specific details of what your water system is doing before using it for a radio or TV broadcast. If you do modify this template, you must still include all required Public Notice elements in the bullet section on the template from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Alternative Sources of Water

If you are providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems that have detected a fecal indicator in their ground water source. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are increasing sampling at our sources to determine the source of the contamination.
- We are working with state officials to implement corrective actions to ensure water supplies are protected against contamination.
- We are providing water from an alternative source until the problem is resolved.

- We have discontinued use of the contaminated well and will rely on our other sources to meet demand.

Frequently asked Questions

DEQ website

After Issuing the Notice

Please email the statement of certification below and a copy of the printed notice and the date(s) the notice was either posted or mailed. Send this copy and certification to the Division of Drinking Water within ten days from the time you issue the notice (141.31(d)). Send the copy of your notice and dates to DDWreports@utah.gov and any division of drinking water representative you are working with on this issue.

Responding to customer questions and complaints

Document each customer complaint to capture: Name, address, contact information, date of symptoms, if illness was diagnosed by physician.

Department of Health Foodborne Illness report website

It is important to note that it is challenging to pinpoint an exact cause for E. coli related illness. When you receive E. coli illness complaints, you can direct customers to have physicians submit an illness report to the Department of Health. Both the department of health and the local health department will receive a copy of this report and can follow-up if they need to assess exposure history and provide more information to the customer.

Here is the link to the report https://health.utah.gov/phaccess/public/illness_report/ It can also be found by searching Utah illness report on the internet.

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately.

Please complete this form and provide to the Division of Drinking Water within 24 hours of issuing public notice.

CERTIFICATION OF PUBLIC NOTIFICATION

I _____ certify that the attached public notice was issued from
(PWS Operator/Responsible Party) _____ to _____.

The notice attached was issued by (Date) _____ for the GWR fecal indicator E. coli
positive(s) that occurred on _____.

(Describe method of delivery – by hand, mail, etc) _____

Signature _____ Date _____

Public Water System Name: _____ PWS ID Number: _____